

**Arkansas
Department of Health**

Emergency Operations Center

**Position Descriptions
And
Responsibility**

Table of Contents

INCIDENT COMMAND STRUCTURE (ICS).....	
Command Assignment (desk assignments may change for each incident)	
EOC TEAM CHIEF	6
FEDERAL LIAISON	7
ESF-6 LIASON	8
MRC LIAISON	9
EMLO LAISON CHIEF	10
SAFETY OFFICER (SO).....	11
PUBLIC INFORMATION OFFICER (P.I.O).....	12
OPERATIONS	14
PLANNING	15
LOGISTICS.....	17
FINANCE	18
EOC MANAGER.....	19
EPIDEMIOLOGY	20
EMS	21
PUBLIC HEALTH LABORATORY	22
CENTER FOR PUBLIC HEALTH PRACTICE	23
CENTER FOR PUBLIC HEALTH PROTECTION	24
CENTER FOR PUBLIC HEALTH ADVANCEMENT	25
CENTER FOR LOCAL PUBLIC HEALTH.....	26
HEALTH ALERT NETWORK (HAN).....	27
TACTICAL COMMUNICATIONS	28
VOLUNTEER MANAGEMENT	29
INFORMATION TECHNOLOGY SUPPORT (IT).....	30
PUBLIC HEALTH SERVICES.....	31
EOC DOCUMENTATION	32
ENGINEERING.....	33
MEDICAL COORDINATION / NDMS / HOSPITAL COORDINATION	34
CALL CENTER (Phone Bank)	35
STAFF NUTRITIONAL AND PERSONAL NEEDS	36
SITUATION	38
RESOURCE	39

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ADH (ARKANSAS DEPARTMENT OF HEALTH)



Arkansas Department of Health

EOC Phone Layout

Break Area

ECC

Sat 256 and 264, Fax 501-661-2468
Main Number Emergency 800-651-3493 (671-1812)

ISDN Line 501-716-9237

Mechanical Room

Call Center 3
614-5835, 614-5836

Call Center 4
614-5839, 614-5840

Call Center 5
614-5841, 614-5842

Call Center 6
614-5843, 614-5844

Call Center 2

Underlined numbers are
the answerable numbers.

Call Center 1
614-5847, 614-5848

Team Room South 2 (Infec. Disease/EHS/Engineering..)

614-5852 V33 614-5853

Team Room North - Medical Coordination

614-5804 V26 614-5805

Team Room South 1 (Infec. Disease/EHS/Engineering..)

614-5850 V29 614-5851

Fax North V16 280-4227

V20 Unavailable

Main Floor 1

As Needed

614-5828

614-5829

Main Floor 2

As Needed

614-5824

614-5825

Main Floor 3

As Needed

614-5820

614-5821

Main Floor 4

Public Health Lab

614-5816

614-5817

Main Floor 5

Mass Care/ ESF#6

614-5812

614-5813

Main Floor 6

GIS

614-5808

614-5809

Main Floor 7

Epidemiology

614-5814

614-5815

Main Floor 8

Local Public Health

614-5826

614-5827

Main Floor 9

Logistics

614-5818

614-5819

Main Floor 10

Situation

614-5822, 614-5823

Sat 267

Main Floor 11

Finance

614-5830

614-5831

Main Floor 12

Health Protection

614-5810

614-5811

Main Floor 13

EOC IT Technical

614-5806

614-5807

Main Floor 14

Planning

614-5800, 614-5801

Sat 257

Main Floor 15

Team Chief

614-5802, 614-5803

Sat 265

Main Floor 16

Operations

614-5832

614-5833

EOC Glass Conference Room - ADH Senior Mnagement Team - Planning

614-5837, 614-5838 V65 Sat 254 Call Center 6 V10 614-5845, 614-5846

ic Information Office (Mirror Phone from 5th floor), Sat

Tactical Comm & SCIF STE (unpublished), Sat 255

Sat Phone Land Lines

280-4693, 280-4694

280-4695, 280-4696

Four Voice Conference Lines in Rack Room

280-4260

280-4264

280-4263 (Dish, Codesp)

280-4265

5th Floor PIO

280-4817, Sat 259

Fax 280-4025

* Positions are moveable or as needed

ADH EOC Use Only. Do Not Distribute outside of EOC.

EOC TEAM CHIEF

Report To	Agency Director (ADH)
Mission	The EOC Team Chief has complete authority and responsibility for conducting the ADH EOC operations.
Job Description	EOC Team Chief is responsible for all agency incident activities including the development and implementation of strategic decisions, resource approval/ordering/release.

Shift Duties

- ☐ Read this entire job action sheet (JAS), review organizational chart, and staff schedule.
- ☐ Activate the Emergency Operations Center (EOC).
- ☐ Obtain a full incident briefing from prior EOC Team Chief. If they are the first to assume command, they must assess incident situation.
- ☐ Assign command staff.
- ☐ Execute initial briefing.
- ☐ Approve and authorize the implementation of an incident action plan (IAP)
- ☐ Coordinate staff activity and information flow.
- ☐ Manage incident operations by delegating to staff.
- ☐ Approve requests for agency resources and release of these resources.
- ☐ Approve the use of trainers, volunteers, and auxiliary personnel, for the incident.
- ☐ Approve media releases submitted by P.I.O.
- ☐ Approve the After Action Report (AAR) at the close of the incident.
- ☐ Observe all staff for signs of stress and inappropriate behavior. Coordinate with safety officer for provisions of rest periods and relief.
- ☐ Monitor situation for changes in the operational cycle. (Response and Recovery)
- ☐ Duties as required by the incident.

FEDERAL LIAISON

Report To	EOC Team Chief
Job Description	This position will communicate with the Centers for Disease Control (CDC) during an emergency event.

Shift Duties

- ☐ Read this entire job action sheet, the EOC organizational chart and EOC staff schedule.
- ☐ Receive briefing from the EOC Team Chief.
- ☐ Receive EOC Team Chief approval to obtain information or resources from the CDC.
- ☐ Communicate resource needs to federal partners.
- ☐ Communicate with the Centers for Disease Control regarding incident.
- ☐ Coordinate with federal and state ESF#8 Coordination Centers.

ESF-6 LIASON

(Mass Care Emergency Assistance, Housing, and Human Services Annex)

ESF Coordinator: Arkansas Department of Human Services (DHS)

Report To	EOC Team Chief
Mission	The purpose of this ESF function is to coordinate activities involved with the emergency provision of temporary shelters, emergency mass feeding, and disaster welfare information. In some instances, services may be provided to disaster workers.
Job Description	This position will manage the Emergency Support Function #6, Mass Care Annex. The scope includes shelter, feeding, emergency first aid, disaster welfare information, bulk distribution of emergency relief items.

Shift Duties

- ☐ Review this entire job action sheet, EOC organizational chart and staff schedule.
- ☐ Receive briefing from the EOC Team Chief.
- ☐ Assess the disaster situation and forecast mass care response needs.
- ☐ Activate call down list of relief organizations.
- ☐ Coordinate with relief efforts provided by volunteer organizations performing mass care functions.
- ☐ Coordinate the establishment and operation of mass feeding facilities.
- ☐ Coordinate with ESF 8 for their provision of medical support exceeding that required for standard first aid, for the prevention of communicable diseases, to include epidemiological and environmental health activities, as related to sheltering and feeding disaster victims.
- ☐ Coordinate the provision of emergency first aid in shelters and fixed feeding sites.
- ☐ Validate requests from the Local Response Chief for mass care resources.
- ☐ Integrate shelter activities with EOC section chiefs.
- ☐ Coordinate resource requests with the federal support agencies.
- ☐ Coordinate with law enforcement for security of shelter locations.
- ☐ Coordinate with communications providers to ensure each shelter has a working communications system.
- ☐ Coordinate with energy providers to ensure each shelter has power generation capabilities.
- ☐ Prepare updates every 12-hour operational period.
- ☐ Anticipate future mass care requirements.
- ☐ Manage the request for federal assistance process for mission assignments and tasking.
- ☐ Evaluate needs for mass care and, when scarce resources are involved present those needs to the EOC Team Chief.
- ☐ Coordinate with federal and voluntary organization recovery programs for transition of mass care response to recovery operations.

MRC LIAISON

Report To	Medical Coordination Cell
Mission	Address the community's ongoing public health needs during a large-scale emergency.
Job Description	Experience working with the Medical Reserve Corps. This position must have a clear understanding of the competencies and limits of the Medical Reserve Corp workers.

Shift Duties

- ☐ Read this entire job action sheet, EOC organizational chart, and staff schedule.
- ☐ Review the organizational chart.
- ☐ Receive incident briefing.
- ☐ Contact the MRC Unit Coordinator.
- ☐ Provide regular updates for the MRC Unit Coordinator.
- ☐ Provide information for the Incident Action Plan (IAP).
- ☐ Coordinate Medical Reserve Corp activities with other local response activities.
- ☐ Provide regular updates for MRC Unit Coordinator.
- ☐ Notify MRC Unit Coordinator when EOC return to level 4.

EMLO LAISON CHIEF

EOC Location	ADEM Emergency Operations Center
Report To	EOC Team Chief
Mission	To integrate public health activities into all other state emergency response activities. To provide the Department of Health EOC with timely information from the Arkansas Emergency Operations Center.
Job Description	Functions as the incident contact person for representative from other agencies.

Shift Duties

- ☐ Receive appointment from EOC Team Chief.
 - ☐ Read this entire job action sheet, EOC organizational chart, and staff schedule.
 - ☐ Obtain briefing from EOC Team Chief.
 - ☐ Arrive at the Arkansas Emergency Operations Center within 2 hours of incident announcement.
 - ☐ Review county and municipal emergency organizational charts to determinate appropriate contacts and message routing. Coordinate with Public Information Officer.
 - ☐ Establish contact with liaison counterparts of each assisting and cooperating agency.
 - ☐ Keep Health Department EOC updated on changes and development of response to incident.
 - ☐ Request assistance and information as needed through state operations and logistics section.
 - ☐ Respond to requests & complaints from incident personnel regarding inter-organization problems.
 - ☐ Prepare information for incident report.
 - ☐ Prepare to assist with problems encountered in the volunteer credentialing process.
 - ☐ Relay any special information obtained to appropriate personnel in the EOC.
- Coordinate with government, other agencies, and volunteer groups to transition to recovery operations.

SAFETY OFFICER (SO)

Report To	EOC Team Chief
Mission	To monitor and have authority over and advise the EOC TEAM CHIEF on all matters relating to operational safety, including the health and safety of emergency response personnel.
Job Description	Responsible for the safety of the EOC and surrounding areas. The SO has emergency authority to stop and/or prevent unsafe acts during operations. This position ensures the coordination of safety management functions and issues across Department of Health regions and programs.

Shift Duties

- ☐ Receive appointment from EOC Team Chief.
- ☐ Read this entire job action sheet and review organizational chart.
- ☐ Obtain a briefing from the EOC Team Chief.
- ☐ Implement the facility's disaster plan emergency lockdown policy and personnel identification policy.
- ☐ Establish safety command group if needed.
- ☐ Perform a walk through in the EOC looking for safety/obstruction hazards.
- ☐ Review Incident Action Plans (IAP) from previous shift.
- ☐ Review any outstanding safety concerns from assistants.
- ☐ Notify EOC Team Chief and Section Chiefs immediately of any unsafe, hazardous or security related conditions.
- ☐ Confer with Public Information Officer to establish areas for media personnel.
- ☐ Establish routine briefings with EOC Team Chief.
- ☐ Monitor all staff for signs of stress and provide for rest periods.
- ☐ Inform safety and security staff to document all actions and observations.
- ☐ Establish routine briefing with safety and security staff.

PUBLIC INFORMATION OFFICER (P.I.O)

Report To	EOC Team Chief
Mission	To communicate event status and ADH plans to outside groups.
Job Description	Responsible for interfacing with the public and media and/or with other agencies with incident-related information. Develops accurate and complete information on the incident's cause, size, and current situation; resources committed; and other matters of general interest for both internal and external consumption. Performs a key public information-monitoring role. Only one incident PIO is designated. Assistants may be assigned from other agencies or departments involved. The TC must approve the release of all incident-related information.

Shift Duties

- ☐ Review this entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Obtain a briefing from the EOC Team Chief.
- ☐ Identify restrictions in contents of news release information from EOC Team Chief.
- ☐ Establish a separate joint information center(JIC) whenever possible.
- ☐ Issue an initial incident information report to the news.
- ☐ Ensure that all news releases have the approval of the EOC Team Chief.
- ☐ Inform on-site media of the physical areas that are restricted. Coordinate with the Logistics Chief.
- ☐ Contact other at-scene agencies to coordinate released information, with respective P.I.Os. Inform EOC Team Chief of action.
- ☐ Obtain progress reports from staff as appropriate.
- ☐ Notify media about casualty status.
- ☐ Direct calls from individuals who wish to volunteer to the Local Response Chief.
- ☐ Arrange for workspace, materials, telephones and staffing for PIO staff whenever needed.
- ☐ Obtain copies of the ICS press information summary.
- ☐ Prepare an initial information summary upon arrival.
- ☐ Observe the constraints on the release of information in the EOC.
- ☐ Release news to the media and post the information in the Command Post and other appropriate location.
- ☐ Attend meetings to update information releases.
- ☐ Arrange for meetings between media and the incident personnel when directed to do so by the EOC Team Chief.
- ☐ Maintain a press unit log.
- ☐ Review Incident Action Plans (IAP) from previous shift.

- ☐ Review any outstanding issues from previous shift.
- ☐ Event message checklist:
 - Message components:
 - Urgency and patience, but not panic
 - Timing to receive supplies
 - Medication Supply
 - Trained personnel
 - List of collection locations where transportation to clinics is provided.
 - List of normal activities that are suspended.
 - Hotline numbers
 - Review of process once at the clinic
- ☐ Frequently update “wait-times” for clinics via multiple communication outlets to assist with determining clinic utilization.

OPERATIONS

Report To	EOC Team Chief
Mission	Reduce immediate hazard, save lives and property, establish situational control, and restore normal operations.
Job Description	Operations Section Chief will oversee all operations based activities during an actual event; assess situation and operations to determine current and future requirements. Coordinate and process requests for resources provided by logistics.

Shift Duties

- ☐ Review job action sheet and job action sheets (JAS) of all section staff, EOC organizational chart, and EOC staff schedule.
- ☐ Review Incident Action Plans (IAP).
- ☐ Develop objectives for each operational period, with other section chiefs and unit leaders establishing their own supporting objectives.
- ☐ Brief unit leaders on current situation; outline action plan and designate time for next briefing.
- ☐ Continuously appraise situation concerning personnel, equipment, and other resources.
- ☐ Complete section reports and Sit Reports.
- ☐ Keep the EOC Team Chief advised of the organization and deployment of staff and volunteers.
- ☐ Facilitate the accomplishment of section task.
- ☐ Obtain incident briefing from prior EOC Team Chief. If they are the first to assess current situation.
- ☐ Direct involvement with preparation of the IAP for the corresponding period of responsibility.
- ☐ Prepare a journal of operations section activities for submission to the EOC Team Chief upon termination of the incident.
- ☐ Monitor specific ADEM Web EOC boards as directed by the Planning Section Chief
- ☐ Observe staff for signs of stress and inappropriate behavior. Provide for staff rest periods/relief.

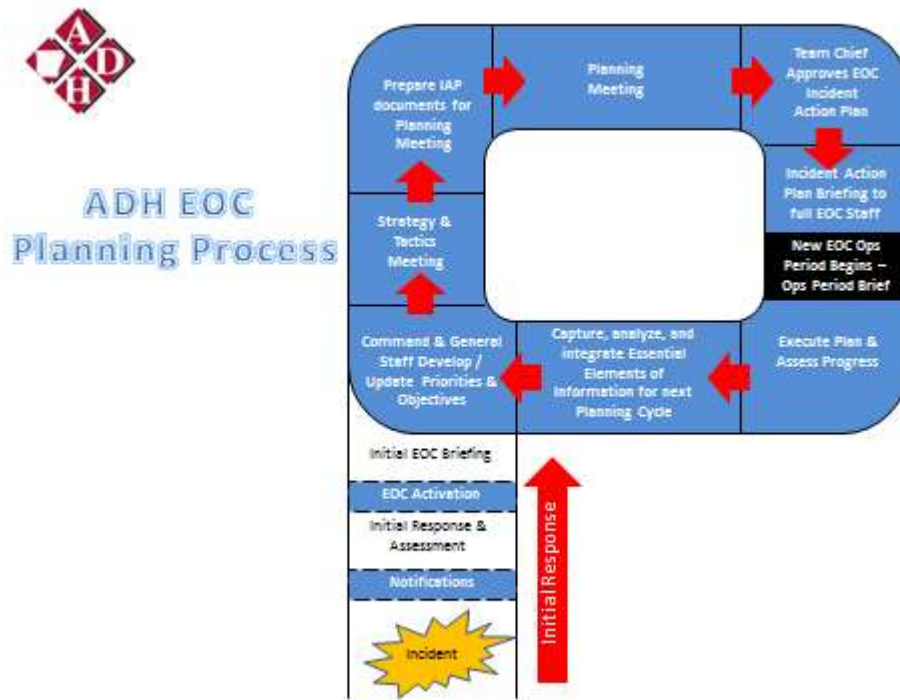
PLANNING

Report To	EOC Team Chief
Mission	To collect, evaluate, and disseminate incident situation information and intelligence to the EOC TEAM CHIEF.
Job Description	Develops and documents overall action plan, collect evaluate, disseminate information, update action plans as needed, maintain resource status. Prepares status reports concerning resources. Develops and documents information on the IAP based on guidance from the EOC TEAM CHIEF.

Shift Duties

- ☐ Review entire Job Action Sheet and job action sheets (JAS) of all section staff, EOC organizational chart, and EOC staff schedule.
- ☐ Receive briefing from EOC Team Chief and obtain:
 - (a) EOC Team Chief's Initial Briefing Report
 - (b) Summary of resources dispatched to the incident
 - (c) Initial restrictions concerning work activities
- ☐ Plan preliminary organization of Planning Section
- ☐ Assign work locations and work tasks to planning section
- ☐ Informing incoming EOC personnel of operation periods of the EOC.
- ☐ Identify additional personnel as required.
- ☐ Establish information requirements and reporting schedule
- ☐ Participate in discussion of specific control operations including:
 - (a) Resource availability (inventoried, allocated)
 - (b) Situation status
 - (c) Situation predictions
 - (d) Weather
 - (e) Communications capabilities
 - (f) Environmental impact and cost of resources
- ☐ Document and distribute Incident Action Plan to planning team.
- ☐ Receive notifications of Incident Action Plan changes from EOC Team Chief.
- ☐ Review current situation status, resource status, weather for current incident status.
- ☐ Review Incident Action Plans (IAP) from previous shift.
- ☐ Assigns and monitors specific ADEM Web EOC boards.
- ☐ Follow ADH Incident Planning Process (insert below) to develop Incident Action Plan (IAP) by incorporating ADH plans, procedures and policies.

- ☐ Observe staff for signs of stress and inappropriate behavior. Provide for staff rest and relief breaks



LOGISTICS

Report To	EOC Team Chief
Mission	To support requirements needed to facilitate effective and efficient incident management, including ordering resources from off-incident locations.
Job Description	Logistics will arrange for or coordinate with other agencies for required resources. This position must be able to anticipate requirements to ensure that staff and materials are available.

Shift Duties

- ☐ Receive appointment from the EOC Team Chief.
- ☐ Read this entire job action sheet and job action sheets (JAS) of all section staff, review organizational chart, and EOC staff schedule.
- ☐ Obtain briefing from EOC Team Chief.
- ☐ Appoint Logistics Section Unit Leaders if needed.
- ☐ Brief unit leaders on current situation; outline action plan and designate time for next briefing.
- ☐ Attend damage assessment meeting with EOC Team Chief.
- ☐ Obtain information and updates regularly from unit leaders and officers; maintain status of all areas; pass status info to section leaders.
- ☐ Communicate regularly with EOC Team Chief.
- ☐ Coordinate with Finance Section Chief for needed supplies and contract support.
- ☐ Copy all communication to the Team Chief.
- ☐ Document sections actions and decisions.
- ☐ Review Incident Action Plans (IAP) from previous shift.
- ☐ Plan and coordinate the activities of section and supervise assign personnel.
- ☐ Determine the extent of current and anticipated field operations needs and planning for logistical support.
- ☐ Recommend a location for the staging area to the EOC Team Chief after consulting with field operations.
- ☐ Establish contact with potential resource providers.
- ☐ Provide, maintain, and control selected equipment, supplies, facilities, and commercial services required by field operations.
- ☐ Participate in the preparation of an incident action plan (IAP).
- ☐ Coordinate and process requests for additional resources.
- ☐ Estimate future services, support and personnel requirements.
- ☐ Recommend the release of resources in conformity with the receiving jurisdictions demobilization plan.
- ☐ Monitor specific ADEM Web EOC boards.
- ☐ Observe staff for signs of stress and inappropriate behavior. Provide for staff rest periods and relief.

FINANCE

Report To	EOC Team Chief
Mission	To develop a compilation of all information related to the cost of operations.
Job Description	Track costs associated with emergency response activities, Accounting and reimbursements including financial analysis, time recording, procurement.

Shift Duties

	<ul style="list-style-type: none"> <input type="checkbox"/> Review entire job action sheet and job action sheets (JAS) of all section staff, EOC organizational chart, and EOC staff schedule. <input type="checkbox"/> Review Incident Action Plans (IAP) from previous shift. <input type="checkbox"/> Obtain a briefing from the EOC Team Chief. <input type="checkbox"/> Provide input in all planning sessions on financial and cost analysis matters. <input type="checkbox"/> Maintain daily contact with agency(s) administrative department on finance matters. <input type="checkbox"/> Oversee personnel timekeeping according to policy. <input type="checkbox"/> Ensure that all obligation documents initiated at the incident are properly prepared and completed. <input type="checkbox"/> Maintain a section log. <input type="checkbox"/> Observe staff for signs of stress and inappropriate behavior. Provide for staff rest periods and relief. <input type="checkbox"/> Participate in demobilization planning. <input type="checkbox"/> Monitor specific ADEM Web EOC boards as directed by the Planning Section Chief <input type="checkbox"/> Brief agency administration personnel on all incident-related business management issues, which need attention and follow-up prior to leaving incident.
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EOC MANAGER

Report To	Operations
Mission	To continuously monitor and ensure that all systems in the EOC are functioning as required.
Job Description	Knowledge and experience in communications and data hardware and software. Experience in computer, radio, phone, and satellite communication. Must be capable of providing adequate communications capabilities

Shift Duties

- ☐ Obtain briefing from the EOC Team Chief from the previous shift.
- ☐ Observe that the EOC is properly stocked, functioning, and ready for operations.
- ☐ Implement the EOC check-in procedure immediately.
- ☐ Post the EOC organization and complete the staffing chart.
- ☐ Provide for briefings of management and general staff members upon arrival.
- ☐ Ensure that telephone and/or radio communications with On-scene Incident Command Post as well as partner agencies is established and functioning.
- ☐ Be prepared to provide input to the after action report.
- ☐ Stock the EOC with adequate food, water, and administrative supplies.
- ☐ Maintain a constant schedule of testing, maintenance and repair of the equipment to ensure an advance state of readiness.
- ☐ Log all emergency needs on the EOC Log.
- ☐ Observe all staff for signs of stress and inappropriate behavior. Provide for staff rest periods and relief.
- ☐ Deactivate the EOC systems at stand down.
- ☐ Participate in a post-incident debriefing meeting with management and general staff members to identify areas where EOC performed well and areas for improvement.

EPIDEMIOLOGY

Report To	Operations
Mission	To provide information to the Public Health Practice regarding the nature and spread of disease.
Job Description	To oversee epidemiologists assigned to event and provide information to the Public Health Practice regarding the impact of the event on public health.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Receive briefing from Public Health Practice.
- ☐ Prepare impact information for the Public Health Practice.
- ☐ Participate and prepare information for Incident Action Report.
- ☐ Prepare documentation regarding event or disease outbreak status.
- ☐ Submit all reports to Public Health Practice.

EMS

Report To	Logistics
Mission	To reduce injury and death due to event through a coordinated effort of response personnel
Job Description	To provide coordination of emergency medicine providers and to provide information to the EOC Team Chief concerning the emergency medicine response

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Determine the status of EMS in the state.
- ☐ Coordinate EMS activities in the state.
- ☐ Prepare ongoing reports for the EOC Team Chief regarding transport efforts.
- ☐ Participate in briefing meetings.
- ☐ Prepare status reports for EOC Team Chief.

PUBLIC HEALTH LABORATORY

Report To	Operations
Mission	To provide identification of materials submitted during the event in a timely manner.
Job Description	To coordinate efforts in the laboratory to provide laboratory results in a timely manner.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Receive briefing from EOC Team Chief.
- ☐ Provide status report for the EOC Team Chief.
- ☐ Evaluate supply and staffing levels for laboratory operations.
- ☐ Coordinate laboratory activities with the CDC.
- ☐ Oversee laboratory operations to ensure sample testing is performed and results are completed and reported in an efficient and timely manner.
- ☐ Compile and submit laboratory sample data.
- ☐ Return laboratory to normal operations.

CENTER FOR PUBLIC HEALTH PRACTICE

Report To	Operations
Mission	To provide disease and demographic information for the EOC Team Chief
Job Description	<p>This position will coordinate the vital records, hospital discharge, epidemiologist, training and health marketing sections. Experience and training in public health and epidemiology is helpful.</p> <p><i>(Branches-Epidemiology, Health Statistics, Registries and Vital Records)</i></p>

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Evaluate staffing availability.
- ☐ Develop the disease profile and impact to the state.
- ☐ Develop mechanisms of prevention.
- ☐ Monitor event status for impact to population
- ☐ Provide ongoing information for Incident Report.
- ☐ Maintain staffing levels.
- ☐ Provide information for final event report.
- ☐ Return sections to normal operations.

CENTER FOR PUBLIC HEALTH PROTECTION

Report To	Operations
Mission	To reduce death and injury through regulatory mechanisms, prevention and preparedness
Job Description	<p>This position will oversee preparedness efforts, regulatory requirements, disease prevention through immunization, and injury prevention/reduction.</p> <p><i>(Branches-Preparedness & Response, Immunization, Health Medical Care, Radiation Control, HIV-STD, Pharmacy, Zoonotic, Infectious Disease, Health Facilities, Injury Prevention, EMS and Tuberculosis)</i></p>

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Evaluate staff availability.
- ☐ Evaluate event status.
- ☐ Oversee EOC preparations for activation.
- ☐ Activate regulatory personnel if needed.
- ☐ Coordinate hospital, community, and emergency preparedness section activities.
- ☐ Coordinate vaccine efforts.
- ☐ Provide section status information for Incident Report
- ☐ Ensure adequate staffing needs.
- ☐ Communicate health regulatory information.
- ☐ Return center to normal operations.

CENTER FOR PUBLIC HEALTH ADVANCEMENT

Report To	Operations
Mission	To evaluate the impact of an event on the long term health of the citizens
Job Description	<p>This position will support emergency event activities by evaluating the long-term impact on Arkansans as well as support activities at shelters.</p> <p><i>(Branches- Chronic Disease, Comprehensive Cancer, Diabetes, Family Health, Child & Adolescent Health, Women's Health, Health Connections, Life Stages, WIC, and Oral Health)</i></p>

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Receive briefing from EOC Team Chief
- ☐ Assess impact in health and well-being of citizens in the immediate area of the event.
- ☐ Activate emergency procedures to serve WIC clients in the area of the impact.
- ☐ Provide updates and advisement to the EOC Team Chief.
- ☐ Provide direction for alternate procedures for WIC clients in the immediate area of the event.
- ☐ Evaluate ongoing impact of event on individuals of all age.
- ☐ Assist in nutrition evaluation of those in shelters.
- ☐ Provide information for the After Action Report (AAR)
- ☐ Stabilize programs in the Center.
- ☐ Provide all information to financial management.

CENTER FOR LOCAL PUBLIC HEALTH

Report To	Operations
Mission	Mobilize regional staff to provide services for Arkansans and information to the EOC from the areas impacted by the event. Locate local resources and contacts for the EOC Team Chief.
Job Description	<p>This position oversees regional personnel providing services at the Local Health Units, Points of Dispensing, or shelter locations.</p> <p><i>(Branches – LHUs, Regional offices, Hometown Health, Environmental Health, Engineering, Protective Health Codes, In-Home Services, and Hospice)</i></p>

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Receive briefing from EOC Team Chief.
- ☐ Determine availability of regional staff in impact area.
- ☐ Mobilize regional staff if necessary to the impact area.
- ☐ Provide information to logistics and operations.
- ☐ Provide information for the Incident Report.
- ☐ Provide the regions with updated information and the EOC with updated status reports from the field.
- ☐ Submit all timekeeping and financial information operations.
- ☐ Return the regions/LHU to normal operations.

HEALTH ALERT NETWORK (HAN)

Report To	Logistics Chief
Mission	In the event of a public health emergency, the public health workforce around the country will be pressed into service, alongside emergency responders (including e.g., emergency medical technicians, fire and rescue workers) and healthcare professionals (including e.g., physicians and nurses). The ADH has identified the main professional groups representing the public health workforce, how these groups will be reached in public health emergency situations, and where and how these groups will disseminate information to the public health workforce, once it is received. In order to distribute information directly to state and local public health workforces, the Health Alert Network staff will be contacted, who will in turn be able to activate their state's 24/7 HAN network to ensure that the public health workforce is contacted in a timely manner.
Job Description	To alert the public health workforce of emergency events and contact those personnel that has been identified to respond in the event of an emergency.

Shift Duties

	<ul style="list-style-type: none"> <input type="checkbox"/> Review entire job action sheet, EOC organizational chart, and EOC staff Schedule. <input type="checkbox"/> Receive briefing from EOC Team Chief <input type="checkbox"/> Clear HAN messages through the EOC Senior Management and ensure that they are distributed 24/7. <input type="checkbox"/> Write/Edit HAN messages for Subject Matter Experts (SMEs) as needed. <input type="checkbox"/> Coordinate the use of HAN systems to distribute information to state, local and field staff. <input type="checkbox"/> Be available for shift work during activations. <input type="checkbox"/> Advise Incident management staff on use of the HAN System. <input type="checkbox"/> Be aware of issues specifically related to the public health emergency event to ensure the timely release of important messages to the workforce.
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TACTICAL COMMUNICATIONS

Report To	Logistics
Mission	To ensure Emergency Operation Center, Response, and Deployment Staff members have the appropriate equipment and support personnel to maintain voice and data communications at all times.
Job Description	To provide alternate communication support to the EOC.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Receive briefing from EOC Team Chief
- ☐ Keeps Logistics Chief informed of communications coverage, information and issues.
- ☐ Provide technical information as required on:
 - Adequacy of communications systems currently in operations.
 - Geographic limitation on communications systems.
 - Equipment capabilities/limitations.
 - Amount and types of equipment available.
 - Anticipated problems in the use of communications equipment.
- ☐ Insures connectivity between state, local, and federal public health partners.
- ☐ Engage HF Radio Team if normal communication channels are down or congested.
- ☐ Provides recommendations to the procurement section when communication items are requested.
- ☐ Point of Contact for all communication related requirements from the EOC team or deployed staff.

VOLUNTEER MANAGEMENT

Report To	Logistics
Mission	The Volunteer Coordinator will serve as the point of contact for all ADH, medical professional, and community staff willing and able to volunteer during an event, and will ensure that sufficient volunteers are available.
Job Description	The Volunteer Management section will oversee all volunteer activities during an actual event. Coordinate and process requests for volunteer resources.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff Schedule.
- ☐ Receive briefing from EOC Team Chief.
- ☐ Review Incident Action Plans (IAP) from previous shift.
- ☐ Determine the need for volunteers for individual days and shifts.
- ☐ Identify potential volunteers with specific skills and qualifications for general staffing or special projects upon request.
- ☐ Ensure that volunteers meet established eligibility criteria.
- ☐ Maintain regular contact with pool of identified volunteers in order to track volunteer interest and availability, fill shifts, and update the volunteer contact/availability list.
- ☐ Communicate applicable guidelines and policies to volunteers, and obtain information from EOC staff and other sources when necessary on policy issues.

INFORMATION TECHNOLOGY SUPPORT (IT)

Report To	Operations
Mission	Coordinate activities and provide support to the EOC, deploying and deployed personnel for all IT hardware and computer systems used by the EOC Staff.
Job Description	To provide information technology support to the EOC.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff Schedule.
- ☐ Receive briefing from EOC Team Chief.
- ☐ Coordinate with EOC Manager to activate accounts, email, share drives, etc.
- ☐ Maintain a working schedule for IT staff.
- ☐ Provide 24/7 support to all functional areas assigned to the EOC during an event.
- ☐ Setup and/or request that deployable laptops be setup for EMLOS.
- ☐ Maintain and update all computer systems peripherals to include deployment equipment with the latest software.
- ☐ Set up temporary computer and telephone equipment as needed.
- ☐ Troubleshoot any connectivity, server, network, and/or workstation IT problems.
- ☐ Coordinate with the EOC manager concerning additional requirements.
- ☐ Conduct an After Action Report with the IT area of operations.

PUBLIC HEALTH SERVICES

Report To	EOC Team Chief
Mission	To advise and assist EOC staff on all agency policies and procedures as well as direct EOC staff to appropriate and pertinent agency departments and personnel to ensure efficient, effective, and timely responses to action items during emergency events.
Job Description	This position will oversee preparedness efforts and regulatory requirements of the Health Department Emergency Operations Center staff to ensure that all actions taken are in line with agency policies and procedures.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff Schedule.
- ☐ Receive briefing from EOC Team Chief.
- ☐ Evaluate staff availability.
- ☐ Evaluate event status.
- ☐ Assess impact in health and well-being of citizens in the immediate area of the event.
- ☐ Provides updates and advisement to the EOC Team Chief
- ☐ Activate regulatory personnel if needed
- ☐ Provide section status information for Incident Report.
- ☐ Ensure adequate staffing needs.
- ☐ Communicate health regulatory information.
- ☐ Evaluate ongoing impact of event on agency personnel.
- ☐ Return center to normal operations.
- ☐ Provide information for the After Action Report (AAR)
- ☐ Stabilize program in the Center.
- ☐ Provide all information to financial management.

EOC DOCUMENTATION

Report To	Operations or Planning
Mission	Responsible for the maintenance of accurate up-to-date documentation relative to the incident.
Job Description	File, maintain and store incident files for legal, analytical and historical purposes. Provide photo copy and documentation dissemination to response. Take notes at Command and General Staff meetings and other key meetings

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff Schedule.
- ☐ Report to and receive assignment from Operations
- ☐ Review Incident Action Plan (IAP) (may have to create) ICS Form 202
- ☐ Review the documents from the most recent operational period (if available)
- ☐ Attend General and Command Staff meetings and take notes
- ☐ Disseminate documents as needed to appropriate personnel
- ☐ Create a filing/organization system for both hard copy and electronic documents.
- ☐ Ensure that all personnel responding know to forward all response documents to appropriate section.
- ☐ Provide incident documents as requested.
- ☐ Shred or recycle unneeded duplicates of documents.
- ☐ Fill out a Module Log, ICS Form 214, throughout the day. Detail activities, decisions, and documents created.
- ☐ Review entries/records for accuracy and completeness.
- ☐ Track deadlines for IAP (Incident Action Plan)
- ☐ Complete all required forms, reports, and other documentation and give to supervisor.
- ☐ Brief on-coming staff at shift change on specific job position duties. Ensure that ongoing activities are identified and that follow-up requirements are know before you leave.
- ☐ Provide information for the After Action Report (AAR)

ENGINEERING

Report To	Operations
Mission	Mobilize departmental, local and regional staff to provide services for Arkansans and information to the EOC from the areas impacted by the event. Locate local resources and contacts for Planning and Operations.
Job Description	This position oversees departmental, local and regional personnel providing services at the Local Health Units, Points of Dispensing, or shelter locations.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff schedule.
- ☐ Receive briefing from EOC Team Chief.
- ☐ Determine availability of local and regional staff in impact area.
- ☐ Mobilize local and regional staff if necessary to the impact area.
- ☐ Provide information to Planning and Operations.
- ☐ Provide information for the Incident Report.
- ☐ Provide information regarding disruption in water quality and delivery, contamination of the water supply, etc.
- ☐ Provide the regions with updated information and the EOC with updated status reports from the field.
- ☐ Submit all timekeeping and financial information operations.

MEDICAL COORDINATION / NDMS / HOSPITAL COORDINATION

Report To	Operations
Mission	Provide information to the Operations Section Chief regarding all healthcare patients and healthcare infrastructure.
Job Description	To work with the Medical Coordination Cell to determine the status of the healthcare infrastructure. Coordinate the placement, discharge and transportation of patients in Arkansas. In the event of NDMS activation, this also includes coordinating repatriation of patients back to home state. Provide information to the EOC Team Chief and Healthcare Preparedness Program Manager regarding the impact of the event on healthcare infrastructure.

Shift Duties

	<ul style="list-style-type: none"> <input type="checkbox"/> Review entire job action sheet, EOC organizational chart, and EOC staff schedule. <input type="checkbox"/> Receive briefing from EOC Team Chief. <input type="checkbox"/> Monitor status of Healthcare Infrastructure. <input type="checkbox"/> Coordinate with Medical Coordination Cell on transport of, evacuation of, and/or status of patients from healthcare facilities. <input type="checkbox"/> Coordinate with Medical Coordination Cell on any medical surge issues. <input type="checkbox"/> Prepare impact information for the EOC Team Chief. <input type="checkbox"/> Provide information for situation reports and report to the Planning team, as needed. <input type="checkbox"/> If NDMS is activated, act as a Liaison between NDMS and ADH on the receipt, location, discharge and repatriation of NDMS patients. <input type="checkbox"/> Participate and prepare information for Incident Action Plan. <input type="checkbox"/> Prepare documentation regarding event status of all patients.
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CALL CENTER (Phone Bank)

Report To	EOC Manager or Logistic
Mission	Respond immediately to public crisis and concerns with appropriate and accurate information.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff Schedule.
- ☐ Report to and receive assignment from EOC Manager
- ☐ Review questions and answers for script to be familiar with information.
- ☐ Maintain most current information sheet and/or script.
- ☐ Identify a person to refer specific calls to: media, doctor, supervisor, etc.
- ☐ Answer telephone inquiries of public.
- ☐ Verify that you have the most current information.
- ☐ Report unusual calls to the EOC Manager immediately.
- ☐ Prepare end of shift report and provide to EOC Manager and incoming Call Center Operator if applicable.
- ☐ Plan for possibility of extended deployment.

STAFF NUTRITIONAL AND PERSONAL NEEDS

Report To	Logistics
Mission	Organize for food, water, refreshments and other personal support items such as soap, paper towels, toilet paper, etc.

Shift Duties

- ☐ Review entire job action sheet, EOC organizational chart, and EOC staff Schedule.
- ☐ Obtain briefing from Logistics
- ☐ Request briefing on current and proposed staffing situation.
- ☐ Monitor ongoing nutritional and personal item requirements of the staff and report to Logistics
- ☐ Obtain approved vendor list and accounting information.
- ☐ Create delivery schedule and coordinate
- ☐ Document all actions, orders and deliveries. (use appropriate forms as needed)
- ☐ Prepare end of shift report if needed to Logistics
- ☐ Plan for possibility of extended deployment.

SITUATION BRANCH

Report To	Planning Section Chief
Mission	To collect and evaluate information and disseminate the information to the planning section chief.
Job Description	Developing situation summaries, assisting in development of the Incident Action Plan (IAP), and coordinating with various elements of the Operations and Logistics Sections to gather status updates and information reported from external partners

Shift Duties

- ☐ Read this entire job action sheet (JAS), review organizational chart, and staff schedule.
- ☐ Receive briefing from Planning Section Chief.
- ☐ Organize and staff unit as appropriate.
- ☐ Compile information from multiple resources, document, maintain, and provide incident status information to the EOC.
- ☐ Monitor various internal and external information sources to support Situation Awareness.
- ☐ Develop Situation Summary products.
- ☐ Provide photographic services and maps.
- ☐ Provide situation evaluation, prediction and analysis for Command and Operations, prepare information on alternative strategies.
- ☐ Request weather forecasts and spot weather forecasts, as necessary, directly from the National Weather Service.
- ☐ Prepare incident status summary (ICS Form 209) and other status reports, as assigned prior to each Planning Meeting.
- ☐ Participate in Planning Meetings, as required.
- ☐ Prepare predictions at periodic intervals, or upon request of the Planning Section Chief.
- ☐ Provide briefing to relief on current and unusual situations.

RESOURCE BRANCH

Report To	Planning Section Chief
Mission	Collect information on resources and track resources from deployment through demobilization.
Job Description	Develop resource reports, assist in the development of the Incident Action Plan (IAP) and coordinate information on all resources used in the incident from deployment to demobilization.

Shift Duties

- ☐ Read this entire job action sheet (JAS), review organizational chart, and staff schedule.
- ☐ Receive briefing from Planning Section Chief.
- ☐ Organize, staff, and supervise unit, as appropriate, and provide for adequate relief.
- ☐ Establish contact with incident information sources such as local ICS/MAC elements, ADH EOC Operations elements, ESF #8, and the ADH EMLO to determine what resources have been assigned to the incident, their status, and location.
- ☐ Compile, maintain, and display resource status information on: 1) all ESF#8 personnel and apparatus (including agency owned, mutual aid, or hired). 2) Transportation and support equipment / commodities (wrap around services).
- ☐ Establish and maintain resource tracking systems.
- ☐ Assist in preparation of the Incident Action Plan.
- ☐ Participate in the Planning Meetings, as assigned.
- ☐ Provide briefing to relief on current and unusual situations.
- ☐ Assist in identification of additional and special resources.
- ☐ Document all activity.